

Europ Assistance USA Teleworking Program

Who We Are

- **Europ Assistance USA is part of a global assistance organization of 40 always-open multilingual assistance centers providing services to more than half of the Fortune 100**
- **Headquartered in Bethesda, MD**
- **190 employees with 130 in Operations**
- **Call centers always open and ready (24 hours/day, 7 days/week)**
- **US response team dispatched immediately to anywhere in the world during global crisis**
- **Medical travel assistance**
- **ID theft resolution**
- **Beneficiary assistance**

The EA Telework Program

- **The challenge was to implement a teleworking option for a 24h operations non-exempt center with the identified challenges of:**
 - Access to systems
 - Time reporting
 - Productivity
 - Supervision
 - Teamwork
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- **The project was initiated to foster employee engagement by providing a solution for:**
 - Flexible Schedule
 - Support for Work/Life Balance
 - Reduce on commuting costs
 - Minimize shared work stations
- **Additional outcomes achieved are:**
 - Business Continuity Plan
 - Growth at a reduced cost
 - Recruiting Practices
 - Customer service
 - Employee engagement

The EA USA Teleworker Pilot Program

- **Created a Pilot Teleworker Program Policy in partnership with Montgomery Commuter Solutions**
 - Based on best practices and facilitation through consultant
 - Pilot with 8 non exempt employees and has expanded to 15
 - Program will continue to grow at 3-5 employees per month
 - Participants complete training program that includes:
 - **Teleworker Policy**; which listed the purpose for the Pilot program and the Teleworker selection criteria
 - **Teleworker Agreement**; which provided the terms and conditions, i.e. TW period , time and responsibilities, signed by both the teleworker and their Supervisor/Manager
 - **IT Requirements**; provided list of technology requirements as well as information on IT Support, etc.
 - **Safety Checklist**; designed to assess the Teleworkers work site
 - Quality and Productivity reporting is being established

What Employees Say

- Savings on commuting time and expenses
- Savings on dry cleaning
- Ability to start work earlier and end work later
- Improved morale
- Improved recruitment/retention
- More time with family
- Increased productivity
- Reduced stress
- More sleep
- Home is much more quiet than the office
- Business continuity